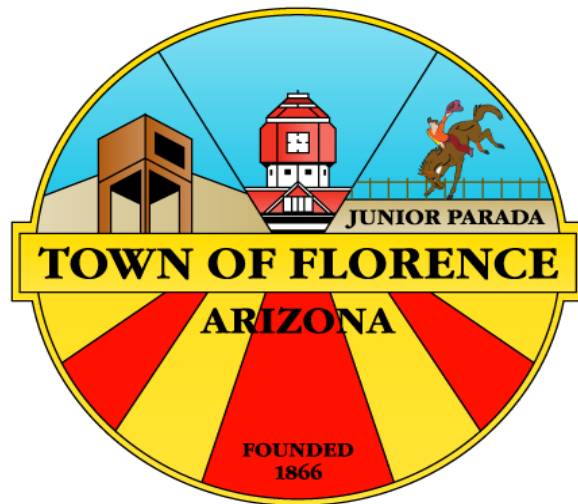


2011 Town of Florence Citizen Survey Results



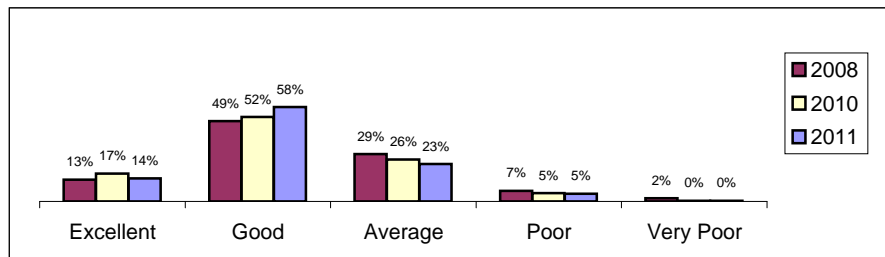
Prepared by Jess Knudson, Public Information Officer
July 5, 2011

On March 10, 2011, 1100 Citizen Surveys were sent out to a random sample of residents within the Town of Florence. Of the 1100 surveys that were sent out, 486 were returned to the Town before the cut-off date of April 15, 2011. This resulted in a 44% response rate. The list of residents who received a survey were randomly selected from the Town's list of residential utility billing accounts. The 2011 results are compared to the results that were collected in previous years. The 2011 Citizen Survey results are utilized by the Town and the community to gauge the perception of Florence residents.

I. Community Ratings

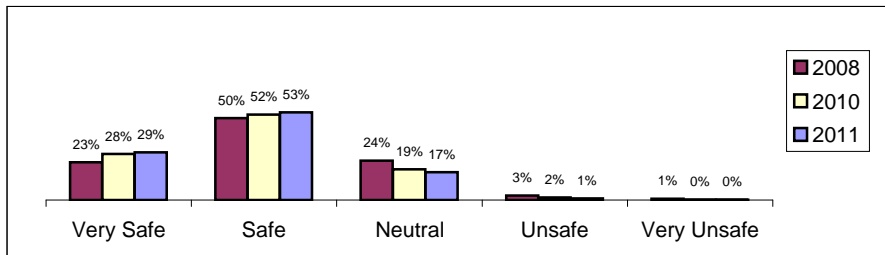
How would you describe Florence as a place to live?

Excellent	14%
Good	58%
Average	23%
Poor	5%
Very Poor	0%
<i>Total Responses</i>	<i>472</i>



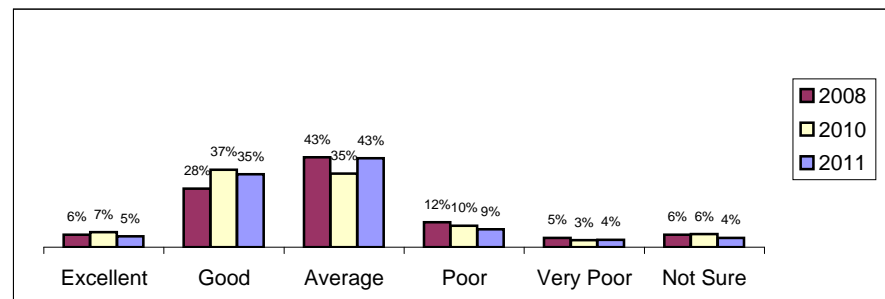
Do you feel safe and secure in your neighborhood?

Very Safe	29%
Safe	53%
Neutral	17%
Unsafe	1%
Very Unsafe	0%
<i>Total Responses</i>	<i>479</i>



Overall, do you feel you're getting adequate value for your town tax dollar?

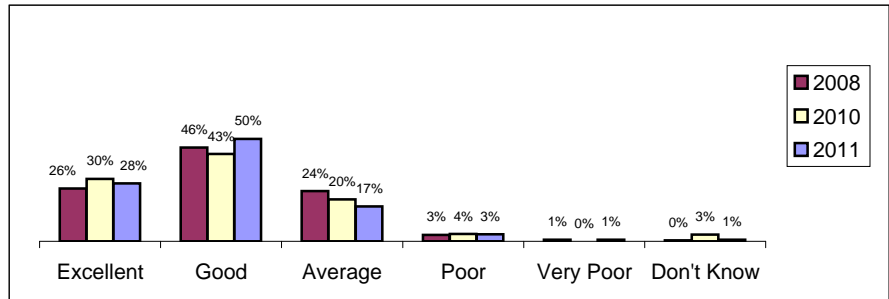
Excellent	5%
Good	35%
Average	43%
Poor	9%
Very Poor	4%
Not Sure	4%
<i>Total Responses</i>	<i>472</i>



Rate the following as they apply to living in Florence.

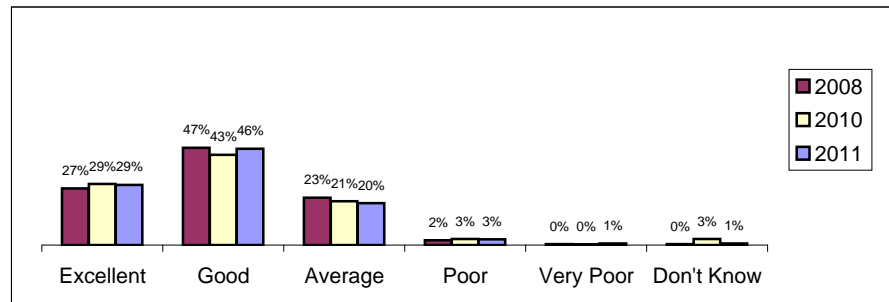
Small Town Feel

Excellent	28%
Good	50%
Average	17%
Poor	3%
Very Poor	1%
Don't Know	1%
<i>Total Responses</i>	<i>476</i>



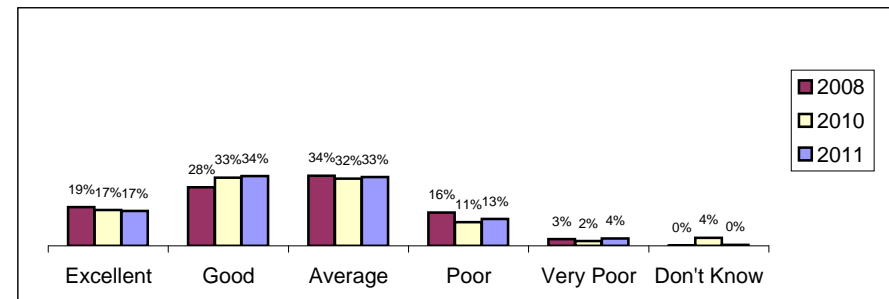
Friendly People

Excellent	29%
Good	46%
Average	20%
Poor	3%
Very Poor	1%
Don't Know	1%
<i>Total Responses</i>	<i>479</i>



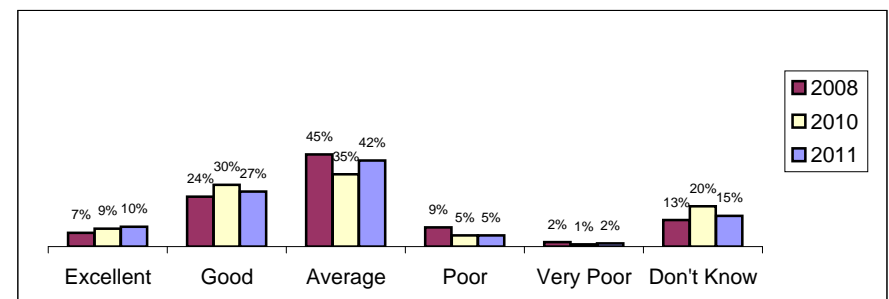
Beautiful Scenery

Excellent	17%
Good	34%
Average	33%
Poor	13%
Very Poor	4%
Don't Know	0%
<i>Total Responses</i>	<i>471</i>



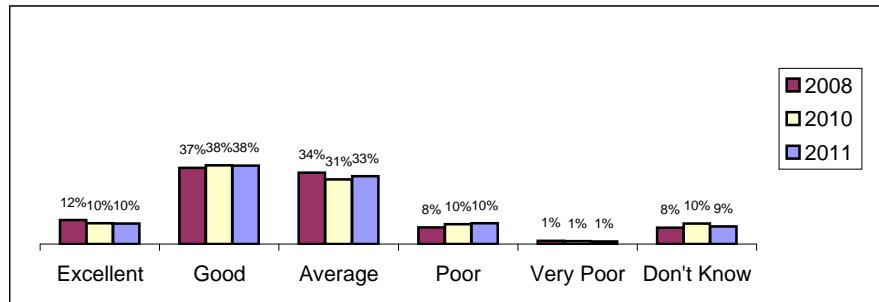
Amount of Crime

Excellent	10%
Good	27%
Average	42%
Poor	5%
Very Poor	2%
Don't Know	15%
<i>Total Responses</i>	<i>464</i>



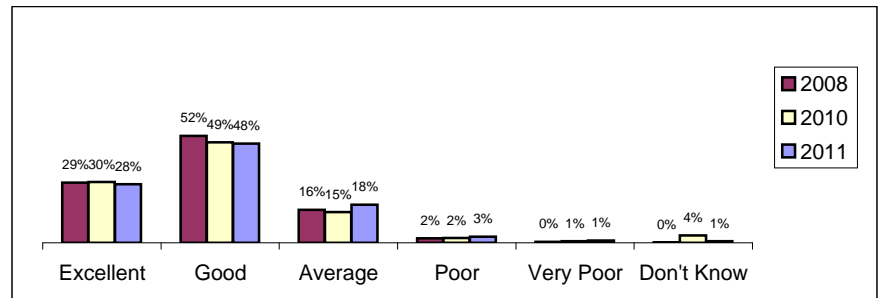
Parks

Excellent	10%
Good	38%
Average	33%
Poor	10%
Very Poor	1%
Don't Know	9%
<i>Total Responses</i>	469



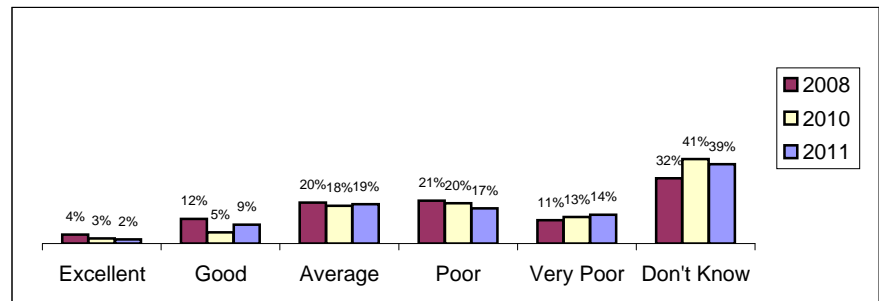
Climate

Excellent	28%
Good	48%
Average	18%
Poor	3%
Very Poor	1%
Don't Know	1%
<i>Total Responses</i>	471



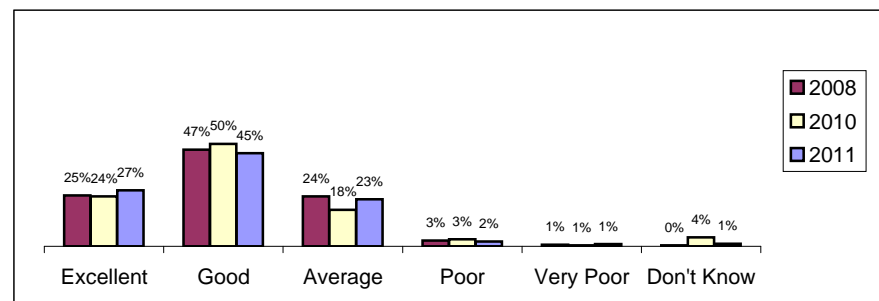
Job Opportunities

Excellent	2%
Good	9%
Average	19%
Poor	17%
Very Poor	14%
Don't Know	39%
<i>Total Responses</i>	444



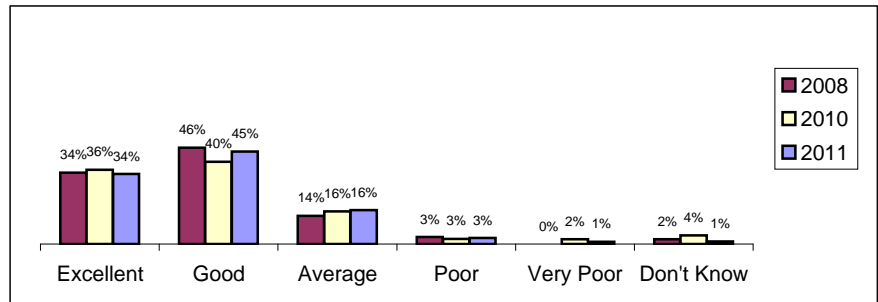
Quiet

Excellent	27%
Good	45%
Average	23%
Poor	2%
Very Poor	1%
Don't Know	1%
<i>Total Responses</i>	471



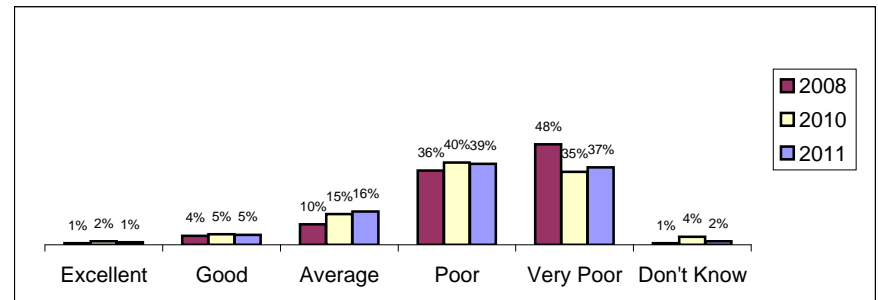
Historical Character

Excellent	34%
Good	45%
Average	16%
Poor	3%
Very Poor	1%
Don't Know	1%
<i>Total Responses</i>	<i>471</i>



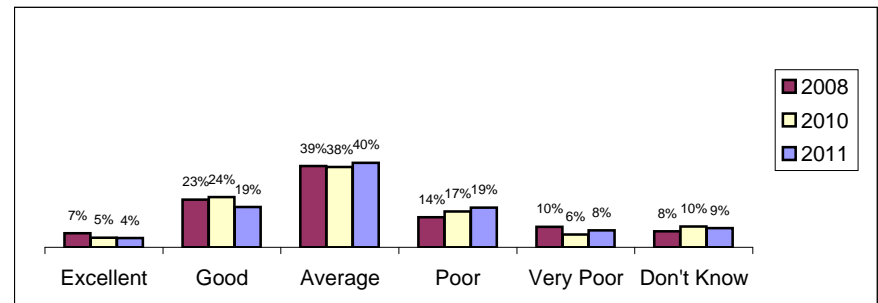
Shopping Opportunities

Excellent	1%
Good	5%
Average	16%
Poor	39%
Very Poor	37%
Don't Know	2%
<i>Total Responses</i>	<i>475</i>



Growing Community

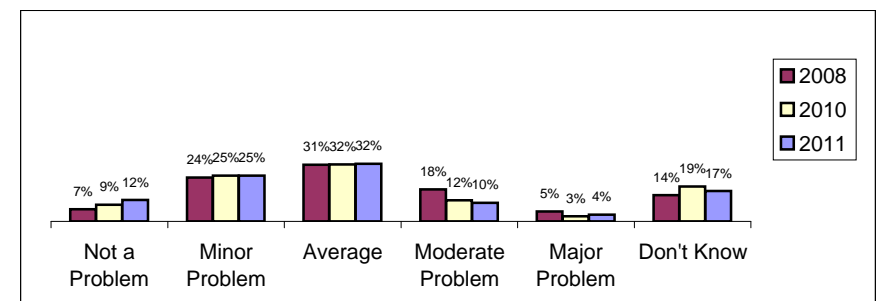
Excellent	4%
Good	19%
Average	40%
Poor	19%
Very Poor	8%
Don't Know	9%
<i>Total Responses</i>	<i>472</i>



To what extent, if any, do you see the following as a problem in Florence?

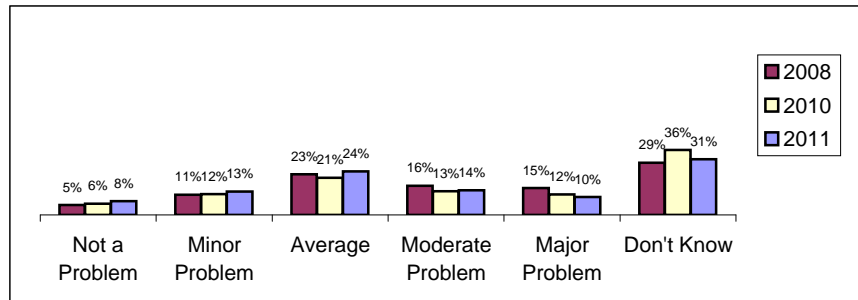
Crime

Not a Problem	12%
Minor Problem	25%
Average	32%
Moderate Problem	10%
Major Problem	4%
Don't Know	17%
<i>Total Responses</i>	<i>464</i>



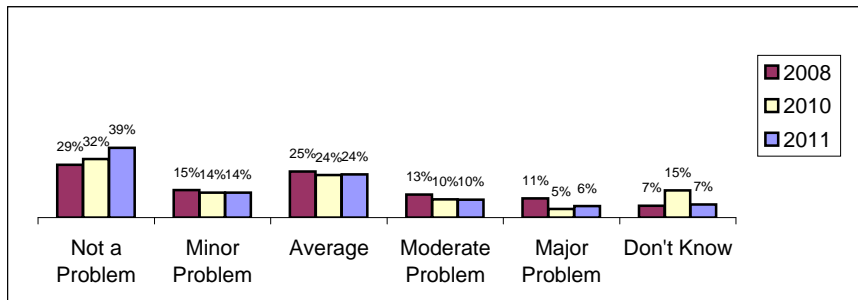
Drugs

Not a Problem	8%
Minor Problem	13%
Average	24%
Moderate Problem	14%
Major Problem	10%
Don't Know	31%
<i>Total Responses</i>	<i>452</i>



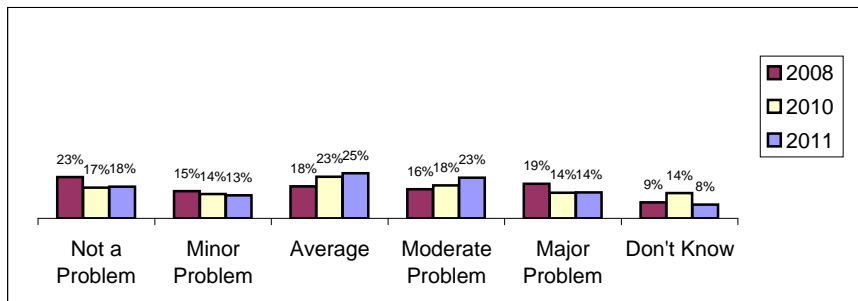
Too Much Growth

Not a Problem	39%
Minor Problem	14%
Average	24%
Moderate Problem	10%
Major Problem	6%
Don't Know	7%
<i>Total Responses</i>	<i>442</i>



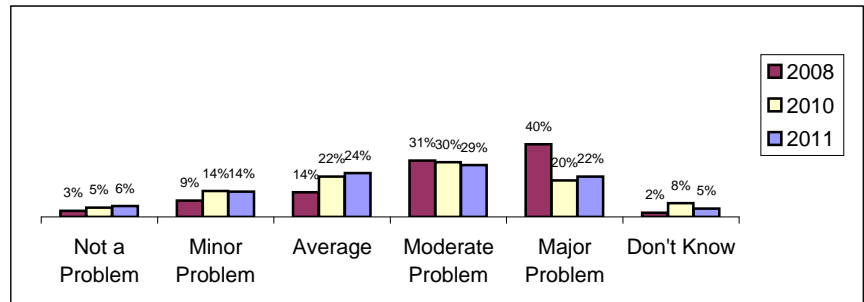
Lack of Growth

Not a Problem	18%
Minor Problem	13%
Average	25%
Moderate Problem	23%
Major Problem	14%
Don't Know	8%
<i>Total Responses</i>	<i>444</i>



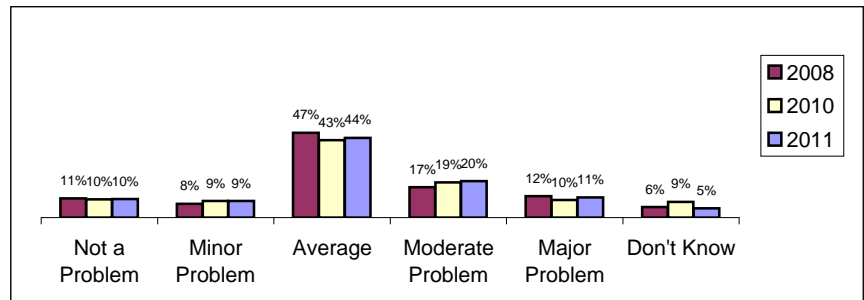
Unkept Buildings

Not a Problem	6%
Minor Problem	14%
Average	24%
Moderate Problem	29%
Major Problem	22%
Don't Know	5%
<i>Total Responses</i>	<i>462</i>



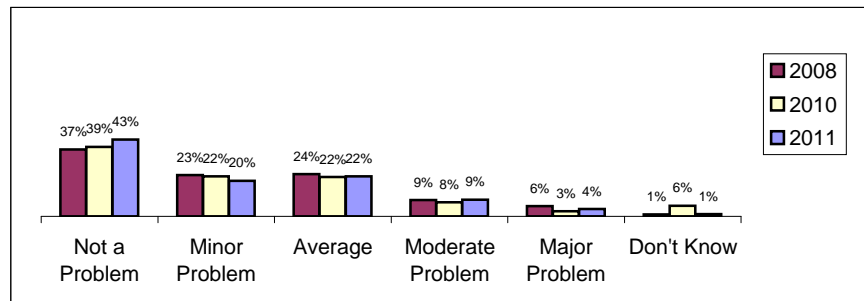
Taxes

Not a Problem	10%
Minor Problem	9%
Average	44%
Moderate Problem	20%
Major Problem	11%
Don't Know	5%
<i>Total Responses</i>	<i>447</i>



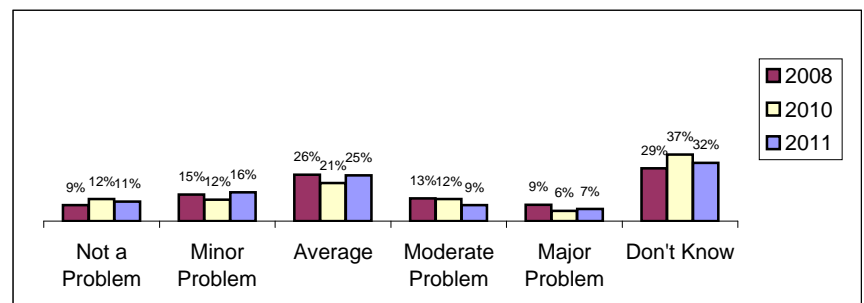
Traffic Congestion

Not a Problem	43%
Minor Problem	20%
Average	22%
Moderate Problem	9%
Major Problem	4%
Don't Know	1%
<i>Total Responses</i>	<i>454</i>



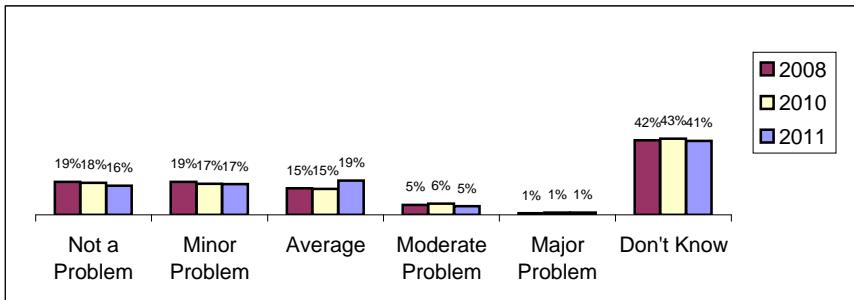
Unsupervised Youth

Not a Problem	11%
Minor Problem	16%
Average	25%
Moderate Problem	9%
Major Problem	7%
Don't Know	32%
<i>Total Responses</i>	<i>459</i>



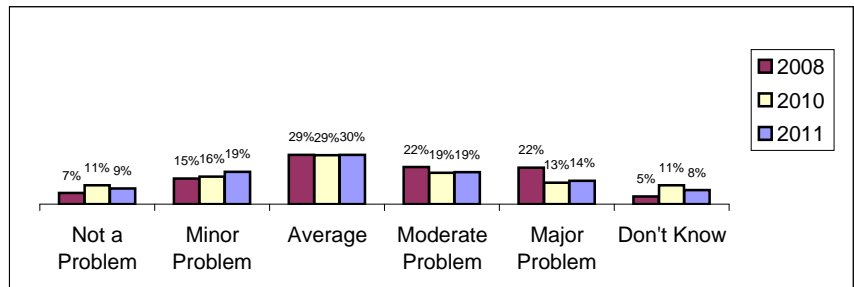
Homelessness

Not a Problem	16%
Minor Problem	17%
Average	19%
Moderate Problem	5%
Major Problem	1%
Don't Know	41%
<i>Total Responses</i>	555



Weeds

Not a Problem	9%
Minor Problem	19%
Average	30%
Moderate Problem	19%
Major Problem	14%
Don't Know	8%
<i>Total Responses</i>	464



II. Services

In this section citizens were asked to rate their satisfaction with a number of services that are provided by the town on a scale of 1 to 5. 1 is excellent and 5 is very poor. Means (averages) were used to compare the services on the basis of their relative satisfaction according to the responses. The lower the mean for a specific service, the higher the residents' satisfaction is with the service.

Fire Services	2008 Mean	2010 Mean	2011 Mean
Firefighter attitude and behavior	1.47	1.44	1.52
Emergency response time	1.61	1.50	1.52
Non-emergency response time	1.85	1.92	1.92
Use of education to prevent fires	2.33	2.37	2.49
Professionalism of the Fire Department	1.56	1.50	1.58

Park and Recreation Services			
Fitness center	2.28	2.32	2.42
Quality of recreational programs	2.52	2.53	2.58
Variety of recreational programs	2.69	2.67	2.57
Recreational facilities (example: parks, baseball field)	2.38	2.44	2.38
Parks maintenance	2.29	2.34	2.34
Maintenance of downtown Florence	2.91	2.54	2.55

Police and Court Services			
Officer attitude and behavior	2.09	2.12	2.12
Emergency response time	1.84	1.97	1.91
Non-emergency response time	2.13	2.29	2.18
Professionalism of the Police Department	2.08	2.05	2.04
Service provided by dispatch	2.00	2.06	2.08
Service provided by records staff	2.13	2.28	2.30
Professionalism of Courts personnel	2.09	2.23	2.30
Professionalism of Town Attorney	2.12	2.28	2.29

Street, Water and Sanitation Services			
Garbage pickup	1.92	1.66	1.65
Street repair/maintenance	2.87	2.48	2.49
Water taste	3.46	3.23	3.39
Storm water drainage	3.02	2.69	2.61
Water pressure	2.65	2.53	2.44

Senior Center Services			
Hours of operation	1.81	1.84	1.89
Professionalism of senior center employees	1.55	1.66	1.67
Quality of programming	1.72	1.87	1.85

Library Services

Selection of books, periodicals and other materials	2.23	2.32	2.28
Hours of operation	2.22	2.16	2.26
Professionalism of library employees	1.88	1.91	1.99
Quality of programming	2.27	2.18	2.24
Functionality of Library building	2.56	2.37	2.42

General Services and Communication

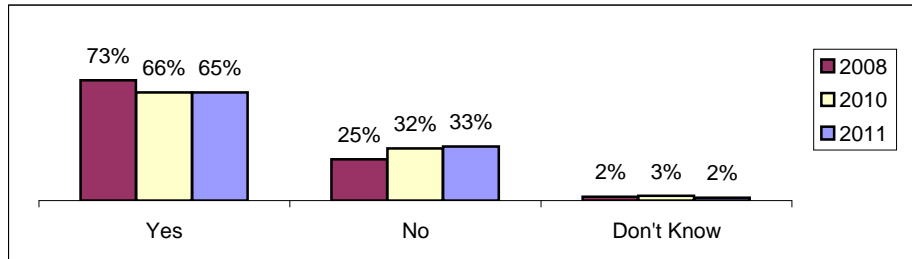
Professional manner of individuals answering Town phones	2.28	2.15	2.19
Town Hall office hours	2.18	2.16	2.14
Channel 11	2.74	2.42	2.41
Town website (www.florence.town.az.us)	2.40	2.34	2.34

Local State and Federal Services

Overall, rate the quality of services provided by the Town	2.51	2.42	2.37
Overall, rate the quality of services provided by the County	2.71	2.57	2.55
Overall, rate the quality of services provided by the State	2.86	2.98	2.95
Overall, rate the quality of services provided by the Federal Government	3.05	3.17	3.20

In the last six months, have you had any contact with a Town of Florence employee?

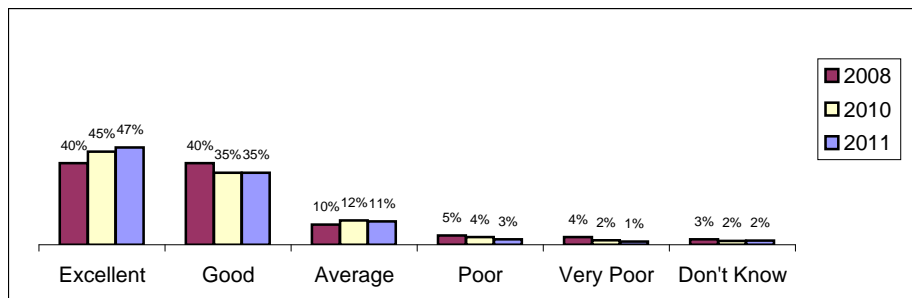
Yes	65%
No	33%
Don't Know	2%
<i>Total Responses</i>	<i>469</i>



If yes, what was your impression of the LAST Town employee you were in contact with?

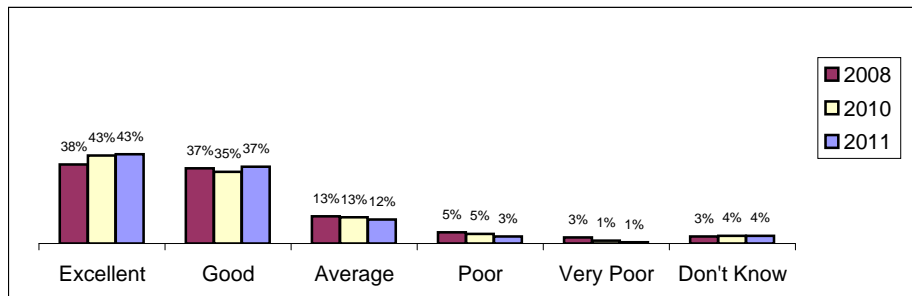
Responsive

Excellent	47%
Good	35%
Average	11%
Poor	3%
Very Poor	1%
Don't Know	2%
<i>Total Responses</i>	<i>334</i>



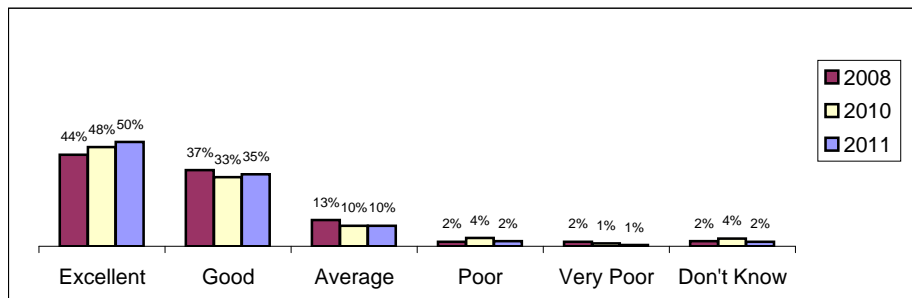
Knowledgeable

Excellent	43%
Good	37%
Average	12%
Poor	3%
Very Poor	1%
Don't Know	4%
<i>Total Responses</i>	<i>327</i>



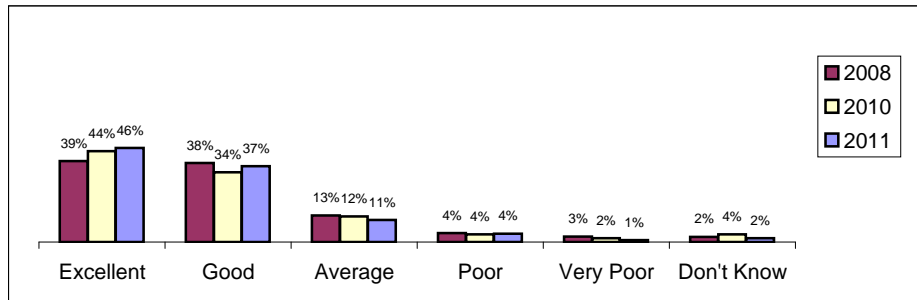
Courteous

Excellent	50%
Good	35%
Average	10%
Poor	2%
Very Poor	1%
Don't Know	2%
<i>Total Responses</i>	<i>326</i>



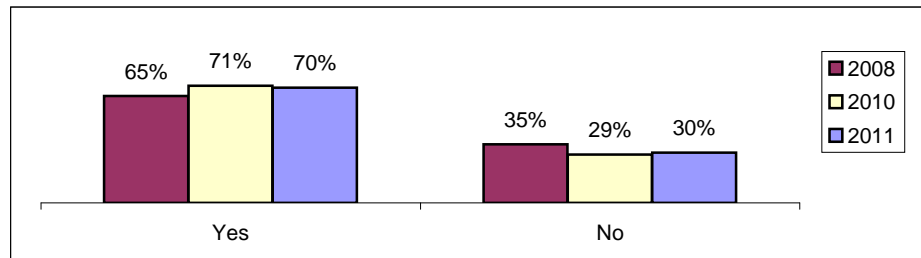
Overall

Excellent	46%
Good	37%
Average	11%
Poor	4%
Very Poor	1%
Don't Know	2%
<i>Total Responses</i>	<i>326</i>



Does the town provide adequate information to its residents?

Yes	70%
No	30%
<i>Total Responses</i>	<i>451</i>



If you use the Florence Community Library rarely or not at all, why don't you use the library? (check all that apply)

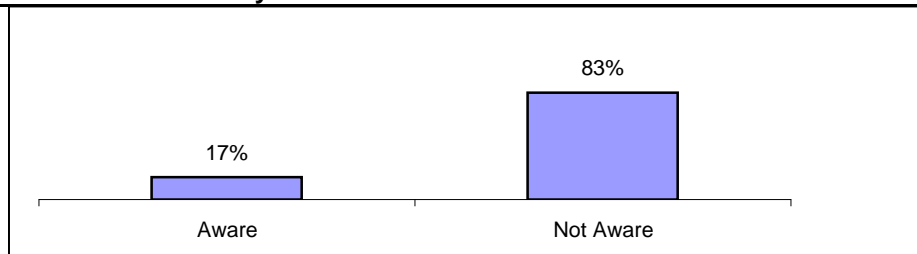
Results below indicate the number of times a resident checked the box.

I use the library regularly	66
The library isn't conveniently located	59
I owe fees to the library	2
I have limited time / I am too busy	61
Other	71 (see "Appendix A" for list of comments)
The library doesn't have the reading materials I want	20
I get reading materials elsewhere	182
I don't have convenient transportation / I am homebound	6
I prefer other activities over reading	81

Are you aware of the following specialized resources and services offered by the library?

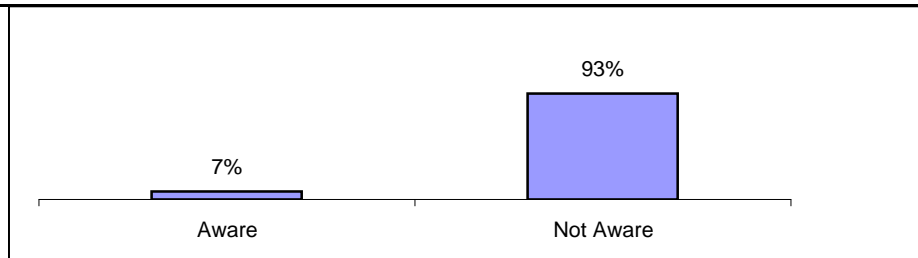
"Ask a Librarian" assistance available 24 hours a day

Aware	17%
Not Aware	83%
<i>Total Responses</i>	<i>428</i>



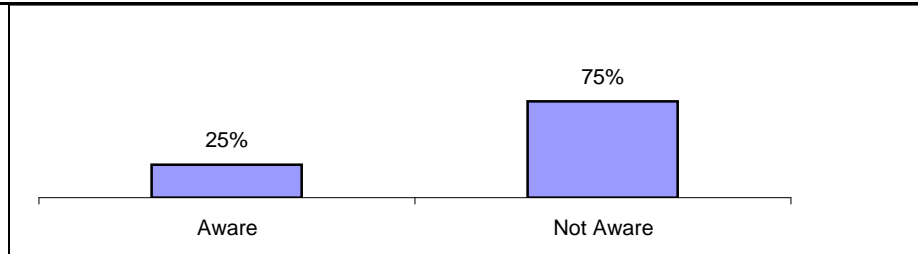
Free online homework help from Tutor.com

Aware 7%
Not Aware 93%
Total Responses 420



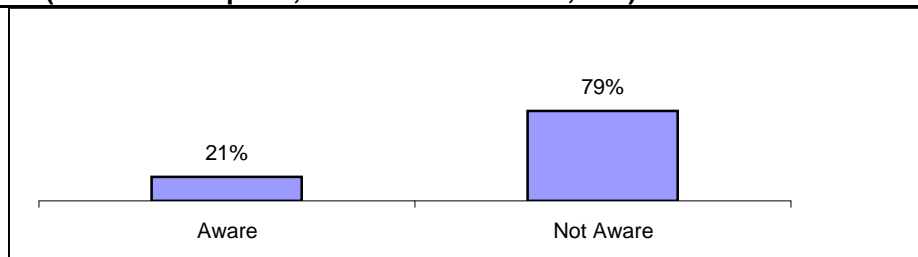
Audio Walking Tour of Historic Florence

Aware 25%
Not Aware 75%
Total Responses 428



Online magazines and newspapers (Consumer Reports, The New York Times, etc.)

Aware 21%
Not Aware 79%
Total Responses 427



What areas of technology at the library interest you? (check all that apply)

Results below indicate the number of times a resident checked the box.

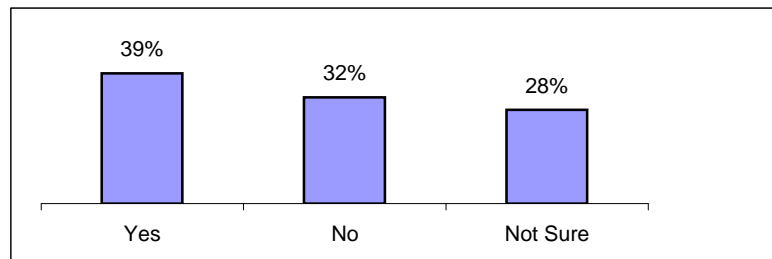
Easy to use library access from home	117
Laptops for use in the library	49
More Internet access computers in the library	66
More computers in the library to find library materials	41
Other devices available for check-out: e-book readers, MP3 players, etc.	60

III. Policy Opinions

In this section of the Citizen Survey, residents were asked their opinion on Town policy. Questions include topics regarding the Florence Copper Project, recycling services, San Tan Valley incorporation, and the actions of the Florence Town Council.

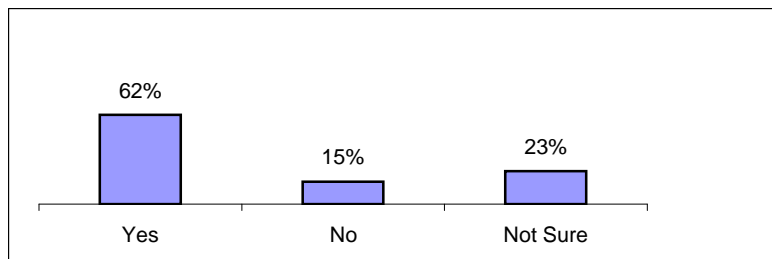
Should the Town allow Curis Resources LTD to open and operate a Copper Mine Operation on Hunt Highway?

Yes	39%
No	32%
Not Sure	28%
<i>Total Responses</i>	<i>479</i>



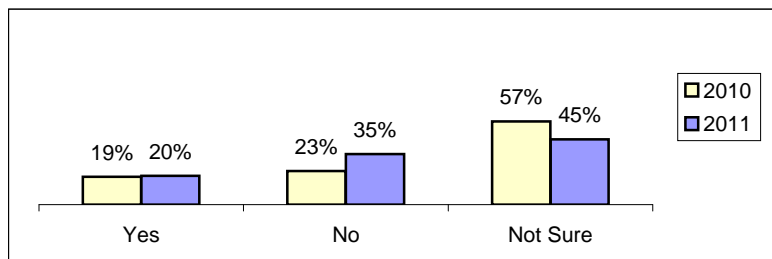
Should the Town provide curbside Recycling Service?

Yes	62%
No	15%
Not Sure	23%
<i>Total Responses</i>	<i>478</i>



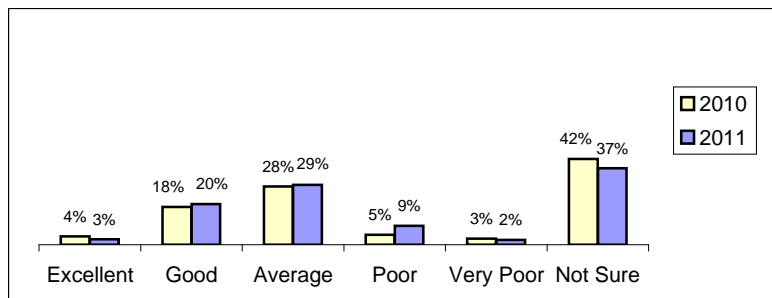
Should the Town support the incorporation efforts of San Tan Valley?

Yes	20%
No	35%
Not Sure	45%
<i>Total Responses</i>	<i>478</i>



How would you rate the actions of the Town Council in 2010?

Excellent	3%
Good	20%
Average	29%
Poor	9%
Very Poor	2%
Not Sure	37%
<i>Total Responses</i>	<i>461</i>

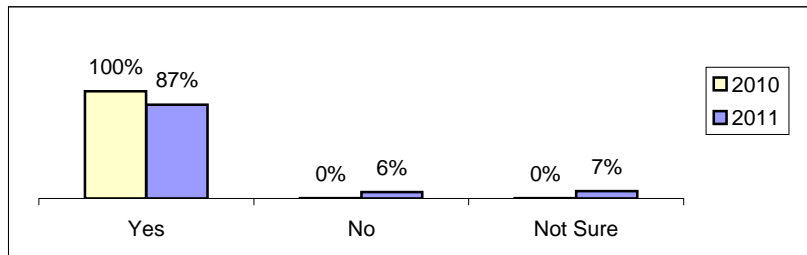


IV. Demographics

In this section, residents provided information about themselves. These results contain information about social media Internet sites, level of education, years living in Florence, employment status, and other relevant information to provide the Town with an understanding of our residents.

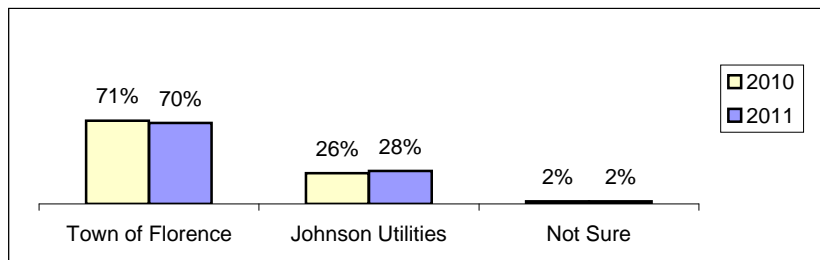
Do you live within the Town limits of the Town of Florence?

Yes	87%
No	6%
Not Sure	7%
<i>Total Responses</i>	<i>480</i>



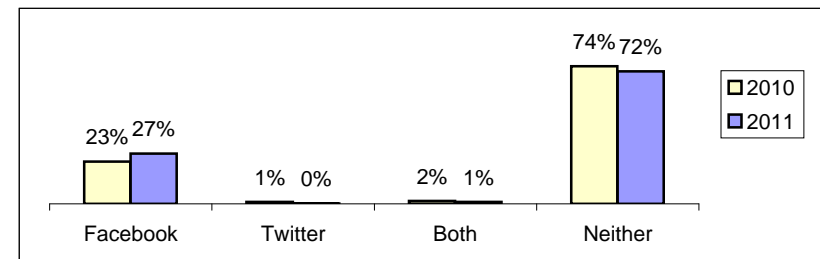
Who provides your water and wastewater services?

Town of Florence	70%
Johnson Utilities	28%
Not Sure	2%
<i>Total Responses</i>	<i>480</i>



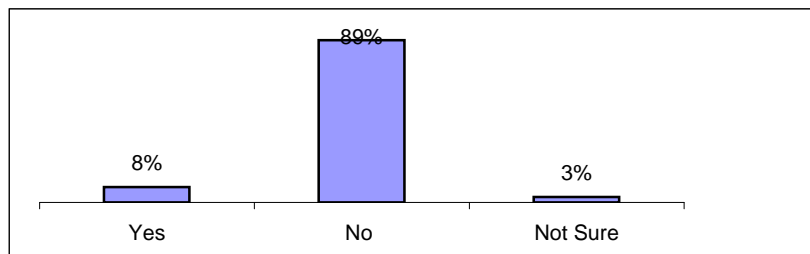
Do you use Facebook or Twitter Internet sites regularly (at least once a month)?

Facebook	27%
Twitter	0%
Both	1%
Neither	72%
<i>Total Responses</i>	<i>480</i>



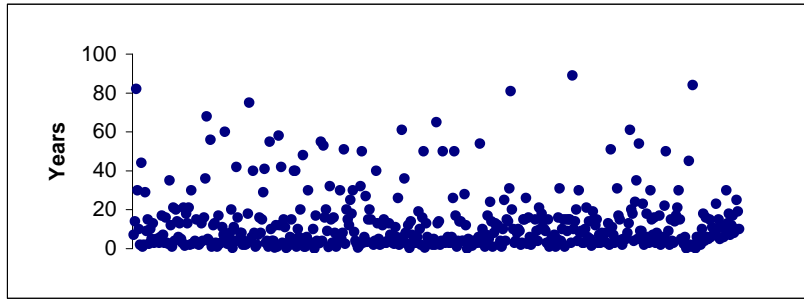
Do you subscribe to Florence News Email Alerts? (www.florenceaz.gov)

Yes	8%
No	89%
Not Sure	3%
<i>Total Responses</i>	<i>484</i>



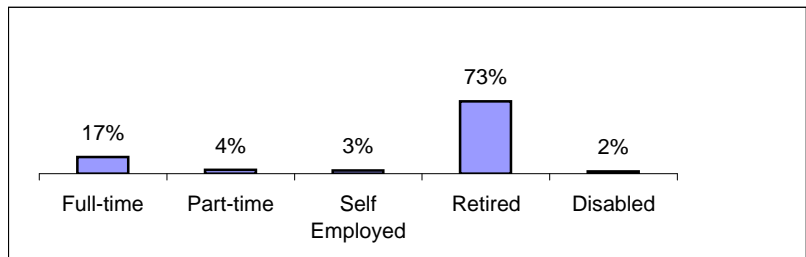
How long have you lived in Florence? (years)

Average	12.55
Minimum	0
Maximum	89
Total Responses	473



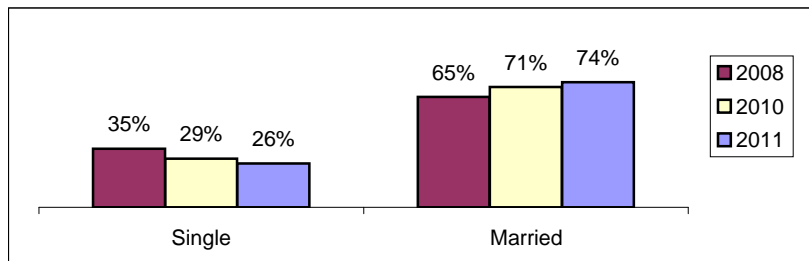
Are you employed?

Full-time	17%
Part-time	4%
Self Employed	3%
Retired	73%
Disabled	2%
Total Responses	464



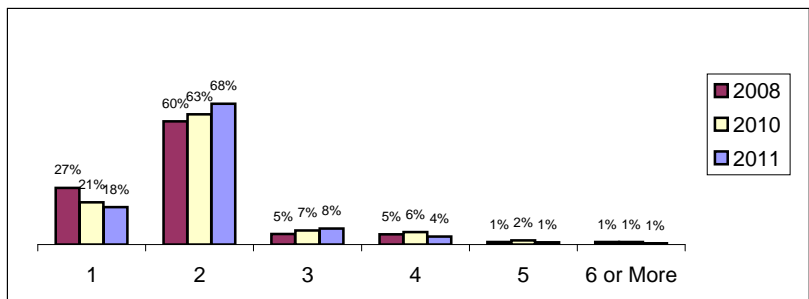
What is your marital status?

Single	26%
Married	74%
Total Responses	471



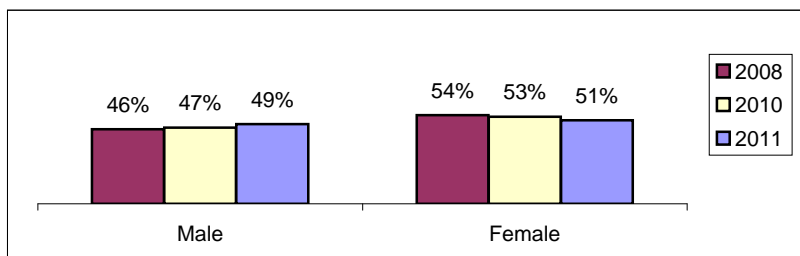
How many people reside in your household?

1	18%
2	68%
3	8%
4	4%
5	1%
6 or More	1%
Total Responses	484



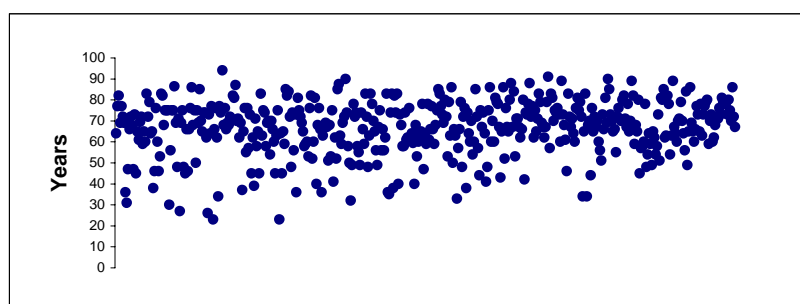
What is your gender?

Male	49%
Female	51%
<i>Total Responses</i>	475



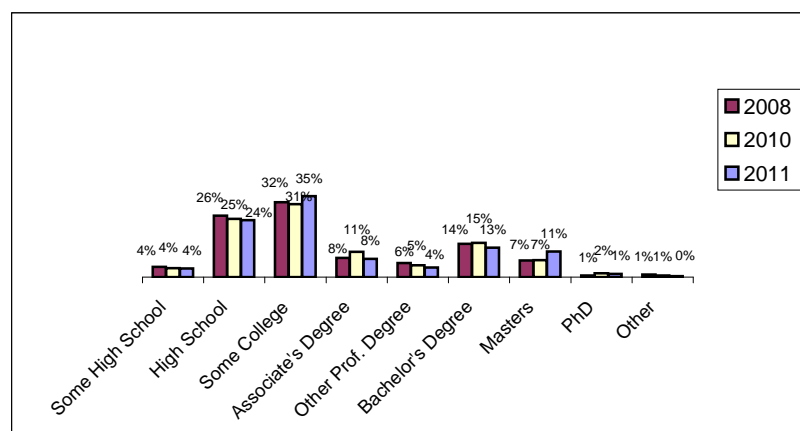
What is your age?

Average	66.54
Minimum	23
Maximum	94
<i>Total Responses</i>	468



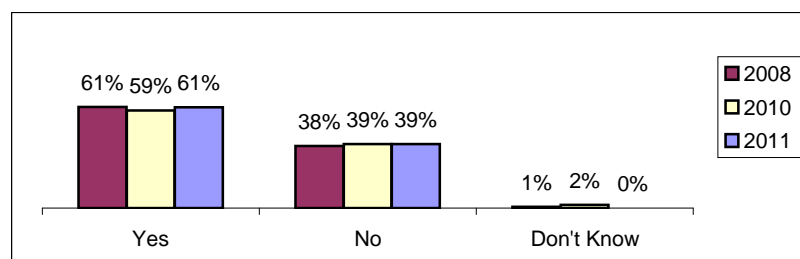
What is the highest level of education that you have completed?

Some High School	4%
High School	24%
Some College	35%
Associate's Degree	8%
Other Prof. Degree	4%
Bachelor's Degree	13%
Masters	11%
PhD	1%
Other	0%
<i>Total Responses</i>	459



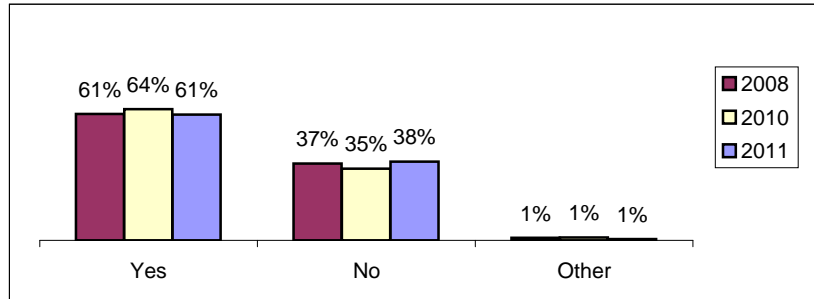
Are you registered to vote in Arizona?

Yes	61%
No	39%
Don't Know	0%
<i>Total Responses</i>	481



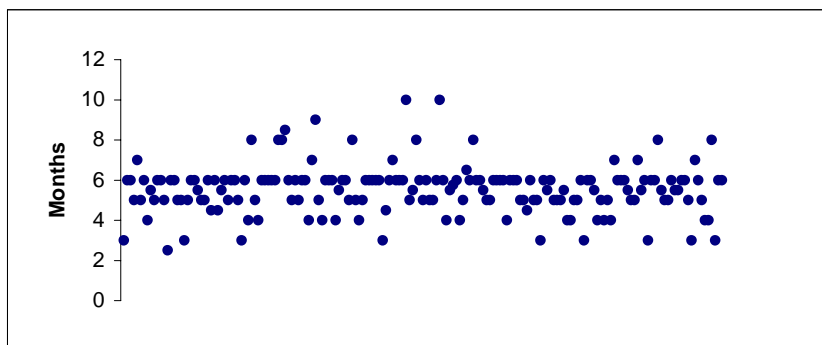
Are you a permanent (all year) resident of Florence?

Yes	61%
No	38%
Other	1%
<i>Total Responses</i>	<i>481</i>



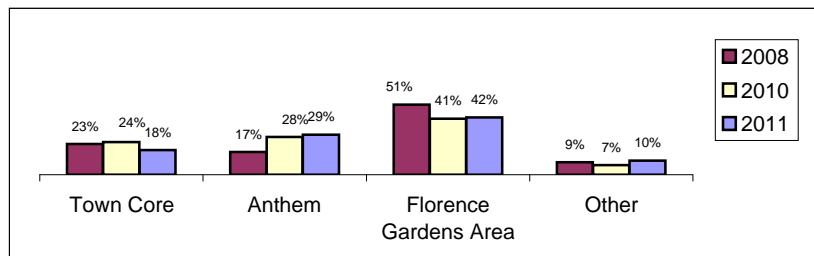
If not a permanent resident of Florence, how many months do you live in Florence?

Average	5.53
Minimum	2.5
Maximum	10
<i>Total Responses</i>	<i>179</i>



Where in Florence do you live?

Town Core	18%
Anthem	29%
Florence Gardens Area	42%
Other	10%
<i>Total Responses</i>	<i>481</i>



V. General Comments 2011

In this section of the survey, residents were asked to provide general comments, if they had any to share. Residents were able to discuss any items that they felt the town needed to hear. 43% of the residents responding to the survey made a comment in this section of the survey. They are not arranged in any particular order.

The comments have not been edited for form or content. Personal information provided by respondents (i.e. names, addresses, etc.) were redacted. In instances where the comments could not be read, text was replaced with "...". The Town of Florence makes no representations as to the accuracy or truth of the facts and opinions contained within.

1. #7 It's my job to seek out information about my community, but I really don't know where to easily do so. I don't have cable TV nor computer internet. Little goes into the newspaper until the meeting is over. Meet the candidates, meet & greet sessions around town, published agenda, packets to welcome new folks, list of committees for volunteers- get more promoting throughout the town.
2. Sorry to be late and I hope my information still correct, Thank you.
3. Why don't we have a supermarket & other types of commerce? It's been talked about, yet one never comes in. We would be more than happy to shop in Florence only, if there were more stores with competition prices. WE appreciate having the dollar store & Circle K's , but they can't compete with Walmart or Shopes. Our Safeway is just as far as Coolidge Safeway- so we go to Coolidge & also use Walmart Pharmacy at the same time.
4. Need groc. store here and just Main ST store we need more shopping stores. Low Taxes. Law people that care & dispatchers that care. People that I have talked to at Town Hall don't know anything about anything. It's a shame this town use to be good place to live but it is not anymore.
5. We need a big grocery store & good drug store too. Most of us spending on grocery & pills in Coolidge or other town. We need to keep the money here.
6. Need more info on Copper Mine How will it affect quality of ground water Need unbiased studies Not company Info.
7. Water/service rates could be lower especially for your winter visitors.

8. Some of Anthem areas still continue the way. Thought it would have been gotten better by now!
9. All is OK as far as I am concerned.
10. I live in Anthem- love it! ☺
11. I would like to have a Safeway or Fry's, for example, within the town of Florence instead of driving 8-12 miles to shop.
12. Moved to Florence as a child with my family, then returned to raise my family here. Total years in Florence= 30 years.
13. We pay city tax with no help for our roads. We pay school tax & we have no children. We pay library tax & we have our own library. We pay water year round with no break for 7 to 9 months.
14. Why does the Chief of Police allow his police to speed all of the time? I was in law enforcement for over 30 yrs & I was always taught to lead by example, NOT be the example.
15. We hope to move here full time.
16. Need a sidewalk or walkway over the HWY bridge on 79. Need better transportation service to various communities in the neighboring areas: i.e. Mesa, Casa Grande and Coolidge.
17. My only concern is regarding picking up garbage around people's houses. I for one have had garbage on the side of my fence since February & no one has picked it up. All it is are branches from our trees. I see city people driving by but never stop to pick it up. Big trashes need to be picked up more than 1 a month. Other than that everything is okay.
18. Just now living here full time so plan to take advantage of service- like the library-and get to know the Florence Community better. We have gone to Main Street Clinic for the time we have lived here and have been pleased. Hope the Hospital does well.
19. There are residents in town who are unable or unwilling to maintain their property. A volunteer program to assist cleanup, repair, landscaping would be nice. Also, the apartment complex on Ruggles could be brought into repair with little effort. It has been an eyesore forever. A standing scaffold doesn't seek to indicate a work in progress here.
20. We would like to see more shopping, entertaining, places to eat in our area but within limits to keep the small town feel/look. Please look into

providing water service for Anthem. Johnson Utilities is the worst provider I have ever had in any state/town I have lived. The water is horrible & the most expensive that I have purchased in the valley. I don't know enough about Curtis to say yes or no at this time as a Copper mine, but I do know Hunt Hwy can't take that kind of traffic w/o major improvement.

21. Need a grocery Store in Town.
22. Should smooth RR cross on HWY 79. Put patrol on Hunt Hwy & Hwy 79. Some from Hunt Hwy don't stop. Need to be cautious. Impact fees too high stunts growth. Caliente and Tierra Del Sol – do not stop to turn on Maricopa Ave – some block Maricopa by parking on the street. Maricopa – McFarland – Cochise should have red curb painted except at space at mail boxes.
23. I love living here. My husband & I both love Florence. We love the Shoe Repair Shop & enjoy many of the towns services & all its people.
24. "Thanks" for letting me take part.
25. Some questions I have not answered, as I (we) have not resided here long enough to become familiar with or use all facilities. We have just recently purchased our home in Florence Gardens. In Wisconsin, I am able to recycle all cans, glass, paper, etc. I intend to find out where I can do that here next year. Florence Gardens has a place for only paper & Cardboard.
26. One Thing I would like The Town of Florence Public Works employees to do is cut down the Tamarack Trees on the lot next to mine- you can't see traffic coming from the right and twice I have had a near accident. Those trees are unsightly and good for nothing. I live [REDACTED]
PLEASE CUT THEM DOWN! [REDACTED]
27. This area needs a movie theater and some form of entertainment other than bars/saloons.
28. Water Dept Services very poor in the office.
29. 1.) Would like to see trees to hide prisons. 2.) Cleanup trash/abandoned homes.
30. We are tired of hearing "you do not live in Florence you live in Anthem." We are Florence tax payers- we are protected by Florence Police & Fire- We are subjected to & all rules and regulations of the town of Florence-

31. Thanks.
32. Wish something could be done –about paying a served assessment when I only water my 45 year old big tree for 6 month.
33. Thanks for survey. We love it here. ☺
34. Anthem only 1 yr Florence Gardens 5 yrs.
35. Florence is a Great place to live. Whish we had more service Food & Drug store in old Florence.
36. We'd really like a chain grocery store downtown Florence & a park with sheltered tables & picnic areas. Glad you're working in H2O pipe replacement, finally.
37. I wish there could be more stores to shop @. Maybe a shopping center? And definitely a drug store Walgreen or CVS in Town, very handy when ya have children and old people sick. Traveling time to other places very expensive gas wise. Thank You.
38. ... all Florence Town personnel I've been in contact with have been wonderful from paying my bill at town hall to the parks people at Heritage park, to the public works dept helping me "find; my garbage can- it's a wonderful place to live- thank you.
39. I live on Ruggles and I am disturbed about crime on the street, drugs and the post office break in causing us all a major headache in curtailed hours- all across from the police station!
40. Some policemen target certain people.
41. I really do believe there should be a senior garbage rate- it is way to huge compared to other places. Seniors have very little garbage.
42. I just wish Florence (downtown) had a drug store & affordable produce (vegetables & fruit).
43. Let cars come in provide jobs for our youth. Give Fry's land to build a store in our area.
44. Garbage- 1 time a week pick up would be plenty. Police need to be more weight concern.
45. I do not trust the people in City Hall or the city Attorney!!!

46. A welcome wagon program would be nice to let new residents know what's available to them in the town of Florence, map, shopping, restaurants, etc.
47. I hope you take this survey seriously because you have a lot of work to do. The special assessment tax to Anthem Residents is uncalled for its is like you are penalizing Anthem Residents who already pay higher taxes than most other Florence residents. I hope that Anthem can someday incorporate and break away from the town of Florence.
48. We love the town of Florence-wish there were nice restaurants, and shops there. I really think a lot of him people from anthem would support it. Need more hotels for team sports-places for team to stay & places to eat otherwise it is great. It will grow as economy gets better.
49. We need a mall like San Tan Village to bring more sales tax revenue. Have more family attractors to bring in visitors to our town eq-weekly or monthly rodeo, brings in movie theaters upscale restaurants western theme parks.
50. It seems to us there is time and money to be saved in Florence Gardens as well as others areas by eliminating two trips up and down most streets when collecting our garbage & papers you map out a plan to. Eliminate a second trip up a street and inform customers as to which side of the street we should & place our bin.
51. Florence needs more commercial. I drive to Casa Grand or Mesa to do my shopping. The tax money could greatly help the TOF. The town has great sources of income IE. Country Jobs, many Prison Jobs...all are steady income. Though most commute to Florence because they say Florence has nothing to make them want to live here. If we had commercial in Florence, not anthem Florence would most likely entice people who work in Florence to move in to Florence.
52. Quit mailing Statements, when people use Auto Pay- waste of money. Trash pickup- maybe once a week. Get a police chief that is responsive to crime prevention.
53. Historic Florence needs a grocery store large enough with a good selection and prices. Police – traffic control to many people run stop signs – fail to stop properly – also to much speeding – historic Florence. Safeway at Anthem is not historic Florence. Have you looked at gas prices?
54. Some cleanup has helped the appearance of the town of Florence. I am very unhappy with the Impact fees in regards to Florence gardens.

Those fees should be for new sub divisions not an established area consisting of retired people living on social security.

55. Regulations regarding newly installed homes in Florence Gardens no success to temporary get service for construction purpose is absolutely uncalled for, for caring use of generation adding to pollution & noise problems & neighbors. Also the new impact fee being charged for new homes in Florence Gardens is way out of line the utilities are already paid for, and we are being asked to pay again.
56. The streets in Sun City need attention. The cross walks stripes and yellow and white lines are worn out. The streets are dirty. The streets in Sun City look 20 yrs old. Kind of like Harlem, NYC. The mayor is trying to build a monument to her legacy to herself with this project north of the city hall by the River. If it goes forward it will be a tax burden to home owners for a long time.
57. We are only in Florence during winter months from Dec. to April 15th. I don't understand why?? You don't have drinking water from the faucet. We have lived in smaller Towns and we have always had good water to drink.
58. Thank you for asking.
59. We like Florence. We'd rather have graduated garbage fees -i.e. pay for one pickup per week. We don't us the 2nd and garbage is an expensive utility. Recycling should be improved - it's marginal at best. At least glass, plastics, paper. We'd be willing to pay for that.
60. I don't like your ques. Can't be answered in a like don't like form. I feel this survey is already biased toward the city as the ques are really generally biased and asked to get a feeling in general as opposed to specific. i.e. copper ques is not a simple yes or no.
61. If Curis is allowed, make sure they can't have any other type of operations other than the one proposed. I wish the town would stop allowing additional prison construction & out effort into bring in other types of jobs.
62. Florence desperatly needs a Texas Roadhouse Restaurant, as well as other comparable dining opportunities. McDonald's doesn't cut it!! Thank you!
63. We need a grocery store in the older part of Florence like the one Anthem has. Safeway, fry's, walmart IGA ect. We here in the older part of town feel cheated. Some of use don't have transportation to go in to

the anthem or Coolidge so we suffer with high prices or lack of products we deserve the same advantages as our newer neighbors at anthem who claim they live in Florence.

64. Basically, I feel that Florence is an address only. Our community is so far outside the "town" of Florence I seldom go there. I have even discovered the post office in Coolidge is less crowded and the personnel much friendlier. There is virtually no shopping in Florence- Old Pueblo is worth the trip and the hardware store is very quiet.
65. So far we love Florence- our home the people are great- the fitness center is awesome and the price is great. Our favorite place is the ice cream shop- we've made some great friends and we are looking forward to returning in the winter next year.
66. The Anthem house tax is an outrage!! (pay twice as much, I'm a single mom getting by. We are no rich out here!!) The town should have a program and laws to keep all yards cleaned up (IN TOWN) N highways close enough.
67. Town Council is not progressive, we have not grown because of failure of town council agree on anything. These people are elected to represent the majority of the constituents that elect them. Yet I have never seen or heard of any elected officials ask for opinions. I am tired of this town being left behind the times, and have to drive miles to do shopping.
68. Advocate of recycling, but garbage service is already too expensive, would like curbside recycling but not willing to pay extra. I would frequent downtown Florence more historic buildings fixed up. Out in Anthem we rarely learn about Florence activities.
69. As a Winter Resident I would like the medical ability of Florence Area to continue to improve. Shopping Facilities, at least on large food groceries etc in Florence Area.
70. Overall a great place to winter.
71. Taxes are too high. home prices dropped. no new restaruants-In town ones only welcome locals. Anthem too expensive- too many employees paid to do nothing!!! They gossip & talk about other people.
72. The Curis Resource idea is a major challenge to the quality of life in Florence. 6 new the miscalculations on their part could result in a major environment impact that would have ... for years to come and would remain there after the economic growth of Florence.

73. Sirs- I have lived east of Florence, out Kelvin Highway since 195... Six years ago I bought an old house in Florence that was recorded in 1918- it has been restored- I still own desert property occupied by my caretakers. Am now aware of the excellent Police and Fire Department that services the town- am in high hopes other residence are as pleased as I am. I spend summer in Herber- Overgaard, and travel to out of state places during May-October. Would like for the Copper Mine to open- would offer many jobs to locals.
74. Maybe a water meter charge \$10,\$12 back. High charges is outrageous. Leaving a 1.5 off lot lines is stupid 30ft lot line Become 29 ft??? The fire department has good equipment with area response-
75. If you want people to go to the town of Florence and to shop in Florence their has to be something there, which there is not, your two gas stations in town are constantly ripping people off. You need a super market place people can go to eat just things in town that draws people into town.
76. Florence need some quality restaurants besides Mexican I realize you need lots of traffic to sustain good & above restaurants so limited menu & good food (olive garden type ok) Athos has to much on menu & has a result (maybe) quality is a sub standard. Mexican food is good but to much the same for frequent visits.
77. Why doesn't the town of Florence not have a coin operated car wash? The Town of Florence needs to develop incentives for business to relocate in downtown- what huge disappointment to see how under utilized this area is. True Value hardware is the best thing happening there and that's it!!
78. Library is great!! Need recycling ability. Town needs Basha's store Home Depot or Lowes. Needs dry cleaners store.
79. In order to do any shopping you must travel outside of Florence.
80. The older I get the more I appreciate Florence. It is so peaceful and pleasant easy to get around even with handicaps. Wish we had a Fry's w/ a pharmacy in town for when I can no longer drive.
81. Florence is an excellent place to live. More job opportunities and shopping will be an added benefit.
82. We pay a lot of taxes to live her but feel anthem is treated as step child. Better coordination between town and anthem is needed; perhaps town attendance at our community meetings.

83. I really do feel they need to fix the road by the bus barn, the water is – BAD.
84. Water taste very very bad. Need to improve the water.
85. Too many weed on vacant lots.
86. I wish this town would grow, wish employers would hire locals before hire out of town people. Utilize inmates more for clean up in town & outskirts. Definitely more recycling bins- It would be nice for everyone who wants a recycling bin @ either their home to get one more people would recycle if it were more convenient.
87. Highest property tax's in the state why? / Crazy water bills?
88. We moved to Sun City about 3 years ago. Since we have been here and been taking treatment for cancer at Mayo so we haven't been able to do what we want to. We really do enjoy living in this area. Our major concerns is lack of a shopping needs here.
89. Attaway Road is in terrible condition with the amount of traffic on Attaway, It needs to be widened. Need more lighting at the intersection of Felix and Hunt Highway. It is very difficult to find at night- in either direction when travel on Hunt Highway at night!!
90. I love the small town atmosphere of Florence! In your guest to attract business jobs to Florence. -we need more restaurants- a chain restaurant would be good -we do not need a copper mine- it will create environmental concerns & decrease our property values. Florence need to be put on the MAP- maps for Florence Pinal County rural roads are extremely difficult to fund.
91. Florence need to promote allow more retailing. Lack of drug store and better grocery shopping forces residents to shop, (spend money) in other communities.
92. The town council does not appear to be well informed. Some council members do not understand the importance of a diverse economy especially when it come to approving new job opportunities.
93. The fact that Florence has public restrooms is wonderful, However, they well need to be maintained better. Florence is a wonderful town and a wonderful place to live, please don't allow any mining. The draw to Florence is the small town Atmosphere as well as the history.

94. Curis is the break through this area needs for employment etc & the money it will bring in for education, services etc. Don't pass up this opportunity.
95. Overall except for a few shopping opportunities missing, we could not ask for a better place to live.
96. The letter accompanying this survey seemed to state that filling out this questionnaire was mandatory. I think it was just poorly written.
97. We are happy to live here and worship at nearby Queen Creek Thank you for all you do. Cudos to Police and Fire Fighters. [REDACTED]
[REDACTED]
98. I love the small town atmosphere & feel and the short distance to the valley. I feel very comfortable in Florence. I wish I could just find available property to either build or purchase a newer home within the towns limits.
99. Your "downtown" core businesses, other than the hardware store are very weak, you should "subsidizes" some major to get a group of core businesses going. [REDACTED]
100. My biggest concerns is that we have to drive so far for good shopping and my concern of growth and water (adequate) and the condition of the Hunt Highway. I know they did some repairs but the traffic is becoming horrendous.
101. Taxes are too high - if our property taxes increase we will have to move back to Maricopa County.
102. I have been told by our local neighborhood watch captains that responses by our local police chief is poor and ... not reflect well on the overall police. TAs would be in response to crimes committee in Sun City.
103. I think the town is filthy.
104. The Town of Florence does our garbage pick up 2x per wk. Since we now re-cycle I would prefer 1x per wk for less cost.
105. I consider the Town of Florence a wonderful Historic Community that offers many resources to educate residents of the history of our community. We have high energy employees at the Senior Center and the Florence Mountain. Also Mario working hand to build the interest of

the History of Florence with his new ideas I see our Town working up and smiling ☺

106. Clean up the weeds in this Town! Clean up the Food Bank! You don't need it 3 days a week! Elected Town Officials Name and Phone Numbers should be given to each person not just on a survey! All Town Services.
107. We experienced a broken water main line in our backyard during the summer. As the result of negligence on the part of the town improperly marking where the lines were the town of Florence is responsible. I feel we were treated rudely by your insurance representatives. This could have been handles much better by the town. Our claim is unresolved & caused much frustration this winter. The gas company employees were all very courteous & I wish they had been responsible & they did everything to fix what was their fault in a prompt & courteous manner. Town of Florence was rude & unresponsive to their liability. This problem was not our fault & the town should have treated us with some respect & fixed what they damaged.
108. Support the Copper Mine. Have a growth strategy for the mine to attract good wage jobs & industry
109. My concerns is the major cost of paying for water when I'm in Montana. Certainly this is not a justified cost for senior citizens!!
110. Sewer Changes should not be based on water usage. Allow anthem to become part of San Tan Valley- support San Tan's incorporation. Protect and enhance (in historic context) the historic integrity of Florence.
111. Hate to pay sewer fees for water used for irrigation.
112. Nice quiet town.
113. We are very satisfied with the service of fire, police. Need a left turn lane going into Florence gardens.
114. Garbage pick is expensive. I'm on autopay but still get both an email and paper bill every month. Property taxes are exceptionally high considering the services I receive from the town.
115. When it comes to town or library information don't know. Wife was a special ed teacher, passed away on FEB 2011 she was the one that was involved.

116. We feel that for the large amount of taxes we pay, we do not see the value in the town services. We moved to Anthem/ Florence because we were told that it had a small community feeling and we have not seen that at all. However we experience with the fire department was excellent. All of the firemen & paramedics in Anthem are awesome!!!
117. Recycling at a low level is ongoing at Anthem (paper & bottles) if we started with glass then I would think our garbage pick up could be reduced to one day a week for other non recyclables and once or twice a month for picking up landscaping trimmings. Save on maintenance of vehicles and other costs.
118. I think overall you do a good job! The Copper Mine is a large concern. The use of the area with the ...Curis has lied from the beginning about well in the area where the waste is going. The bill was to a Canadian Company & a very small percentage to Florence ... few jobs in ... for a large risk of own water!
119. When we go back to Colorado in the summer I shut off the water to the house but leave the water alone that waters our fruit trees so no water ever gets into the sewer so I feel charging me for sewer (which is figured based up water usage) is unfair while we are away South summer. Please review this and let me know when I come in to step the garbage pick up for the summer! Jess Knudson please call [REDACTED]
[REDACTED]
120. 1) There should be a concerted effort to include San Tan Valley into Florence. It is better to scratch an itch than have a thorn poking you all the time. 2) I also feel the downtown area of Florence should have a design code to protect & preserve and enhance the early western small town feel and require all remodeling and future building have a exterior early western design of Florence
121. Curis should be required to put in watering system to irrigate crops on property rather than let it evaporate. It could save approx. 1402 acre feet per year. Quit growing, you do not have the 100 yr. water that is required for house. This state has no qualified plan for water future. You may have 40 yrs water left for what is here now.
122. Animal Control – Pinal County won't even provide traps. Calling Town Hall – Mostly gets a recording message so it is difficult to communicate. Traffic signal – very much needed at hwy 79 and Ruggles. Super Market – Old Town Florence still needs a super market.
123. Is this old Florence or New Florence?

124. Nice Jobs thanks.
125. Very much need a traffic signal at Hwy 79 and Ruggles. It is very difficult to talk to town officers/ personnel since a call to town hall usually gets to message- not a person. A super market is still needed here in old town Florence. Our library is great. But could use a drive thru window especially with the parking severe during school hours. In regard to animal control, which is contracted to Pinal County, we can't ever get traps to use for stray cats, etc.
126. We need a Safeway or Fry's.
127. The heart and soul of this town is the town core not anthem! We need better shopping opportunities with reasonable prices. I currently go to the valley or Coolidge for groceries etc. Why are most of the community parades held in Anthem. My friends and myself refuse to go to ... for anything!
128. Great place to live. Love it here.
129. The fact that the post office doesn't have the service window open on sat. a.m. is an inconvenience for people who work as you can't get service at noon or at 5- only person over lunch hour. The water prices are way too high here- no wonder everything is dead and dying. There are too many places in disrepair- the town is depressing! Not enough things to do here unless you are a raging alcoholic.
130. I find Florence to be an exceptional place to live friendly people; light traffic; little noise; large box stores within reasonable distance; The Dorothy Nolan Center a friendly place with staff providing service as if we were close family member with seniors concerns of clients or older family. A true however for all partake of their service.
131. Bldg Dept & fees are too high. Personnel have their own agenda, they are stifling growth. Police dept needs chief. Town HACC leadership needs some local leader. People who were born here came back to Florence & who want more than just a paycheck. Surveys are excuses. Someone needs to have active.
132. Which there were better incentives to bring in business especially food; groceries. Have to drive too far for that community. Also would be nice to offer incentives for people to keep their homes clean and not a junk yard.
133. Your Building Dept, and their unfair application to new building is a joke, times are changing, get with the future. Stealing 8 ft of man's driveway

is wrong. Afterwards you cannot park a truck. [REDACTED]
[REDACTED]

134. Town needs to do more focusing on today and less on 10-20 years from now. It seems we are looking at the future and today is slipping away. Do something for now. Lots of us won't see tomorrow.
135. All entrances to town need to be beautiful. It is embarrassing bringing friends into town. Its is ugly. Why can't town plant trees or desert plants and /or put in decorative rock or grass. We look as bad as Coolidge. We need nice street signs & information signs too. First impressions are everything and town does a terrible job as first impression coming into Florence.
136. Need tennis courts (H.S. courts terrible!) Nice place to live – (but city need beautification!!)
137. Do something for the kids during off school time to keep down teen pregnancy. More drug enforcement around town and in school system, something to do for ages other than seniors, the town only seems active for the very young and the seniors- nothing for middle ages. Let the town grow.
138. Overall, I feel Florence is a relatively safe place to live, but doesn't offer many jobs opportunities, which limits growth. The mosaic church of the Nazarene has made the downtown area safer, more beautiful and better place to live by transforming many empty building into functional and community enhancing places to live, shop and meet. I know money is tight, but we need more programs for children. For children are for future, not more government.
139. Love Florence historical buildings- they look great- But junky residential homes & yard take away what does look great in Florence. The library is not easy accessible- I read a lot but buy online or in Mesa because of the school so close and parking problems.
140. We need more manufacturing jobs or any non- prison jobs. Most stores are not open when I can use them- i.e. evenings, weekends holidays- some are hardly ever open in summer. We need street/ traffic control/stop lights/@ intersections of Hunt Hwy-Hwy 79 and Hunt Hwy- Attaway. I like the idea to extend Main Street to Hunt Hwy for easier access for Anthem. San Tan Valley residents- we should welcome them & their business to our town. We need a major grocery store in Florence proper area.
141. I wish we could have a major grocery store in town.

142. We like to see more restaurants & retail Kohl's target, Starbucks, more national Brand Restaurants.
143. During winter months, garbage pick-up should only be one time per week. This is normal throughout most of the nation. This would save wear & tear on the trucks and garbage men could be assigned to do other jobs on the off months.
144. 1) Seasonal residents should not have to pay full amount on water bills. Should have a seasonal rate/ off season. Many people here pay \$33.00 + for 12 months but use only 3-6 months of service. Need sidewalk from Florence Garden to town (to dangerous crossing bridge on foot).
145. Business in Florence downtown should grow faster. We need more chain & restaurants and shopping especially automatic or full carwash.
146. Discourage by lack of proper department phone listings (I.E. Public Works)!! Need to properly enforce home/ property owners for trash/ weeds/eyesores in front yard or on property. Lack of convenience to a major grocery store (not 10 miles to Anthem). Older & retired community member are forced to spend \$3/ gal of milk...really!!! Little league fields should be located at Heritage Park not 8th St., leaves & drivers not paying close attention!
147. Taxes are too high for the service we receive. I pay higher taxes here in Az than I did in NYC before buying a house here in Az. I own another home in the Northern East Kingdom of Vermont and another home on the Island of Skopelos in Greece so I travel throughout the year to many various homes. I am retired and consider my permanent residence to be Queens, NYC where I also maintain a residence. The water here in Florence, service by Johnson utilities is the worst water I have ever tasted in my travels throughout the world! I have to drink & cook with bottled water here. The water here is not much better than the water in Bangladesh India. Horrible!!! Unsafe!!
148. I have been a full time resident, however, I plan to move in April to another state overall my experience has been satisfactory I have enjoyed living here- In these 9 years I have seen growth- which is a major plus.
149. I rated the "beautiful scenery" as poor due to the properties in town with junk vehicles & trash cluttering the scenery, you should be commended by offering the annual trash program site. It would also be nice to see incentives rather than restrictions on business that would come into the community. I know of a small garage that is trying to work with the town

to improve the appearance of the business but has to leave a shabby-looking front to retain the rustic appearance. I feel anything has to be an improvement and other business have modern appearances farther out on main st.

150. No comment.

151. I would like to see more shopping like the Promenade in Casa Grande. A grocery store like a Super Walmart movie theatre closer to Florence. More variety in restaurants & chain stores. Thank you.

152. We are not happy with the charges for water from Johnson Ranch Utilities. We have only been to the town of Florence once and that was before moving to our home in Anthem and do not use any service as we go to PHX area most of the time. We're happy the hospital is finally making progress and should add to home values. We need other business for jobs and/ or shopping.

153. Just wish there were stores to shop in for clothing- etc. general as in walmart a good grocery store in Town- As of now its either 13 or 8 miles drive one way. Also a place to eat such as Denny's or I-HOP- In Town- (Not Anthem) Something besides Mexican food or Greek.

154. Don't use library but know its there if needed. Have friend that says library well run & well stocked. Don't agree the way town so far from main town think w/o will be sorry some day to much open space nothing on. Hospital great!!!

155. I do not want the town of Florence to encore parade with San Tan Valley! I do not the Town Council has as to what is good for all of the Town. This operates on an outdated good and by system and will never change! The favor in the Town is not only apparent but down right blatant!

156. Where is a good paved street on Willow Street. No curbs or gutters or sidewalks to school.

157. Wish there was an incinerator available for a disposal of financial and either sensatve material. Things to bring for an in-home-shredder.

158. Road side trash picked up along major roads. Florence gardens just had some of the roads redone. The Gas did repairs and made a mess on the road ways. Would be nice if they could be required to make Florence Gardens less unkept, looking. Thank You.

159. It is difficult to live here full time. So much of our growth, community services, retail/commerce requires delicate balance of resources due to fluctuation in population- snow birds.
160. I think approval of the Copper Mine May doom growth at Anthem due to real or perceived problems.
161. I have 2 houses in Florence gardens. I keep the Utilities on the one I do not live in. The electric is reasonable \$12.00 a month. The water is out of sight at over \$30.00 a month. Why when neither is used?? Just to keep on I pay \$400.00 a year when you are on fixed. This is a lot of money I am retired nurse so have medical knowledge.
162. Johnson Utilities deposit & transfer fees extremely high.
163. My own lack of getting on with it for not looking in the library provided. Will try to do better. I like books and your questionnaire sound like you have many things to offer.
164. No major grocery store in town. Feel like drugs might be biggest problem than anyone cares to admit. Too many sirens- some must be unnecessary. Vacant houses- unkept & weeds.
165. Replace twice a week trash pick up with curbside recycling one day trash the other day!
166. We love Florence.
167. In Florence was like it used to be this town will be wonderfully western.
168. I love living Florence and all of the efforts being made to restore historic buildings and will as attract businesses to the area. Love the small town atmosphere, opening of hospital on Adamsville Road. I do however, strongly oppose planning amendments to allow Curis to operate Copper Mines on Hunt Hwy- ... have only limited impact on employment present potential risk of consumer water supply.
169. We first came to Florence our motorhome 4 years ago, like area, like town, like Florence Gardens, This year we decided to buy a winter home in Florence Gardens.
170. I am a winter resident- spending four or five months in Caliente.
171. We need to have something to connect Florence Gardens with Florence- like a bike path or walking path of black- top. We feel that downtown would be a lot busier and would probably help to increase the amount of

stores, antique shops etc to move in; we've seen this happen back in the midwest and know it would work here. Believe it or not, retirees like to stay fit and keep busy.

172. Police Department not very friendly or helpful.
173. Florence can be a beautiful place to live I am somewhat embarrassed to take friends through the downtown "core"- Needs a major clean-up.
174. Hunt Highway needs to be brought up to standards for the current and project traffic load.
175. None except for ADOT and the dumb bridge resurfacing work. 6 year olds could have done a better job.
176. We don't think its right to be charged for sewer when were not here. We also think sales tax is too high, and far to many police in the area, whether they be city, state or county.
177. Taxes very high especially with the extra charge for anthem.
178. In question #8 I was going to answer excellent in all parts but after reading letter to editor of Florence reminder of March 17/11 from Robert Smidt. If all of the statements are correct then my opinion of the police department and town attorney has dropped considerably shame on all of the departments. Best interest of the town? - wrong.
179. Continue cleanup and appearance of Florence- looks a lot better than 6 years ago- keep up good work.
180. Tierra Del Sol water has air in it making it cloudy for several seconds when in container. I would live to see this eliminated it has been this way for last 2 years.
181. I don't have much confidence in or use for Carol Michaels – His dictatorial attitude and core knowledge is a real problem.
182. As snow birds we find Florence a very enjoyable place to spend the winter.
183. Please consider reducing water/ sewer fees for the many that leave the area in summer and do not use these services.
184. Need a walking path connect Florence gardens to downtown- would allow walker + people on bikes to get downtown, pedestrian bridge over Gila River.

185. I would like to see garbage pick up change to once a week, I think this lowers expenses to users. I and my neighbors never have enough trash for twice a week pickup. I only put my can out once a week. Some people have the mentality I'm paying so out goes the can with hardly anything in it!!!
186. I don't think we should have to pay full rates in the summer for water and sewer. It is not used so we should get a vacation rate.
187. For winter residents- the sewer fee should be dropped during the months you do not reside here.
188. What is the information regarding high cost when purchasing a lot in Florence to build a house on? The information came to me via e-mail regarding Ordinance #461-07 Resolution 1180-09 Resolution 1042-10. What are these development impact fees regarding? I have 2 lots for sale. How will this affect me in my way property value & selling my lots with these add fees?
189. Your police chief + staff are exceptional. Your firefighters + emergency response team are second to none. Some buildings need to be razed...others need to be preserved. Florence has a lot of potential!
190. We enjoy it here, but feel we should have a break on our water + sewer bill in the summer. Especially the summer even for people who water their trees as the water isn't going into the sewer!!
191. We enjoy it greatly.
192. I will not purchase fuel at Chevron or Circle K price is usually at least 10 cents per gallon higher than in Coolidge or Casa Grande- City losses sales tax.
193. Please stop changing such high rates for water and sewer when residents are not staying at their residence!
194. Need grocery store (winco) bad.
195. I do not feel qualified to answer most questions due to the fact that we are only here 3-4 months during the winter. So far we are happy living here.
196. The main thing is, we need a grocery store, and a pharmacy.

197. I would like to see a barrier put up on the corner Attaway + Hunt Hwy Rd. left turn to Attaway. So dangerous- someone is going in the ditch- one of the days.
198. I do not think a person should have to pay a full or even half water bill for the time these services are not used. To us it is just another way to get as much money as possible from those of us who are on a fixed income & every dollar is precious.
199. When will the City of Florence promote small town living & urban renewed?
200. We need a grocery store closer than Walmart.
201. We wish there was some way to make the "Town of Florence" utilities less expensive for the smaller households and for those who are gone a portion of the year ie; lower minimum rates; thank you for the service you do provide tho!
202. The conflict I've had with people in town is not the best. Police are not very nice.... One dept doesn't know what the other one is doing.
203. Streets have no curbs or new pavement or gutter, so our taxes should be half than the rest of the town.
204. We love Florence!

Appendix A

If you use the Florence Community Library rarely or not at all, why don't you use the library?

In this question on the survey, if residents checked "Other", they were asked to provide comments, other than the ones listed on the survey, regarding why they do not use or rarely use the Florence Community Library. 15% of the respondents to the survey provided information here.

1. Puzzlers/ card games/ exercises/ dinners.
2. I use Florence Gardens Library.
3. At Caliente.
4. I just haven't gone-will try to soon.
5. Too far away.
6. Love the library!
7. I have not had the opportunity to visit.
8. Read on computer.
9. Too busy.
10. We have Florence gardens library.
11. Don't use.
12. I have lib in Florence gardens.
13. Internet Use.
14. I don't like the Parking situation.
15. Haven't made time for it.
16. Noisy Librarians. Too Small!
17. Library should be bigger and have its own building.
18. Emergency E-mail eq: Air line boarding passes.

19. Please describe snowbirds!
20. New homeowner here& we have the net, or I purchase our books to read.
21. Provided within my area.
22. Parking
23. I've only been there a few months this year-will use it often next winter.
24. Library need to stay open later hours for people who work.
25. I buy books to read.
26. Don't have time.
27. I have my own books.
28. We have our own library.
29. Sun City has their own library.
30. Not aware of library.
31. Parking is a problem during school hours.
32. My wife used it regularly.
33. Everything I need is on the Internet.
34. Have own library.
35. Some time.
36. I have computer for everything.
37. No need. Resources at home.
38. We have a library in Club House.
39. Library at Caliente supplies my needs.
40. FL Gds has library.
41. Have library in RV Park.

42. Use Caliente Library.
43. Use Florence Gardens Library.
44. Time.
45. Have own Caliente.
46. Do Not Drive.
47. I have never used the library.
48. Good one.
49. Florence Gardens library.
50. I have computers, systems.
51. Library- high school conflict hours.
52. Do not like driving into school area!
53. I plan to, I just have not used it yet; I want to see all that the library offers.
54. Library is excellent- location is fine.
55. Have no need to go there.
56. Had no call to.
57. Use library at Florence Gardens.
58. Town needs Library –away- from screaming kids at a school.
59. Up to date mystery books- New authors.
60. The facility is made inadequate during snowbirds + school seasons.
61. We have a library in Florence Gardens.
62. Am here temporary.
63. Kindle.

- 64. Library is small cramped + lacks quiet study areas lack of adequate periodical + newspaper.
- 65. New residents- will use in future.
- 66. No need to use it.
- 67. Use library at Florence gardens.
- 68. Florence Gardens has a library & I have read books from there this winter.
- 69. No use.
- 70. I don't even know where the library is located.
- 71. Use park library.

Appendix B

Where in Florence do you live?

In this question on the survey, if residents checked “Other”, they were asked to provide comments, other than the ones listed on the survey, regarding where they live in Florence. 10% of the respondents to the survey provided information here.

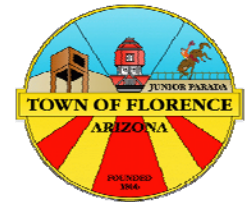
1. Caliente.
2. Caliente.
3. Diffin.
4. Caliente.
5. Vista Hermosa.
6. *(blank)*.
7. South Florence.
8. Florence.
9. *(blank)*.
10. S.W. Adamsville Rd.
11. Between Downtown and Florence Gardens.
12. *(blank)*.
13. Florence gardens.
14. Caliente.
15. *(blank)*.
16. Florence Gardens.
17. Caliente.
18. Outskirts.
19. Caliente.

20. Caliente.
21. Caliente.
22. Caliente.
23. Caliente.
24. Other SW Side.
25. Caliente.
26. Tierra del Sol.
27. Caliente.
28. Caliente.
29. Vista Hermosa.
30. Vista Hermosa.
31. Caliente.
32. Cent. Park.
33. Rancho Alta.
34. Caliente.
35. Rancho Alta.
36. Caliente.
37. Caliente.
38. S.W.
39. Cactus Forest area.
40. Caliente.
41. Caliente.
42. Caliente.

- 43. Caliente.
- 44. Tierra Del Sol.
- 45. Caliente.
- 46. Caliente.
- 47. Caliente.
- 48. Caliente.
- 49. Caliente.
- 50. Caliente.

Town of Florence

2011 Citizen Survey



1. How would you describe Florence as a place to live?

☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor

2. Do you feel safe and secure in your neighborhood?

☐ Very Safe ☐ Safe ☐ Average ☐ Unsafe ☐ Very Unsafe

3. Overall, do you feel you are getting adequate value for your Town tax dollar?

☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor ☐ Not Sure

4. Rate the following as they apply to living in Florence. (please circle your answer)

	Excellent	Good	Average	Poor	Very Poor	Don't Know
Small town feel	1	2	3	4	5	6
Friendly people	1	2	3	4	5	6
Beautiful scenery	1	2	3	4	5	6
Amount of crime	1	2	3	4	5	6
Parks	1	2	3	4	5	6
Climate	1	2	3	4	5	6
Job opportunities	1	2	3	4	5	6
Quiet	1	2	3	4	5	6
Historical character	1	2	3	4	5	6
Shopping opportunities	1	2	3	4	5	6
Growing community	1	2	3	4	5	6

5. To what extent, if any, do you see the following as a problem in Florence? (Please circle)

	Not a Problem	Minor Problem	Average	Moderate Problem	Major Problem	Don't Know
Crime	1	2	3	4	5	6
Drugs	1	2	3	4	5	6
Too much growth	1	2	3	4	5	6
Lack of growth	1	2	3	4	5	6
Unkept buildings	1	2	3	4	5	6
Taxes	1	2	3	4	5	6
Traffic congestion	1	2	3	4	5	6
Unsupervised youth	1	2	3	4	5	6
Homelessness	1	2	3	4	5	6
Weeds	1	2	3	4	5	6

6. Do you live within the Town limits of the Town of Florence?

☐ Yes ☐ No ☐ Not Sure

7. Does the Town provide adequate information to its residents?

☐ Yes, information IS adequate ☐ No, information IS NOT adequate

8. **Town Services:** The following are services provided by the Town.
Please rate your satisfaction with each of the services listed. The scale is from 1 to 5 (1 being the best and 5 being the worst). **If you have no experience with the service in the past 12 months or have no opinion, select NE (No Experience).** Please circle your answer.

Fire Services

	Excellent					Very Poor
Firefighter attitude and behavior	1	2	3	4	5	NE
Emergency response time	1	2	3	4	5	NE
Non-emergency response time	1	2	3	4	5	NE
Use of education to prevent fires	1	2	3	4	5	NE
Professionalism of the Fire Department	1	2	3	4	5	NE

Park and Recreation Services

	Excellent					Very Poor
Fitness Center	1	2	3	4	5	NE
Quality of recreational programs	1	2	3	4	5	NE
Variety of recreational programs	1	2	3	4	5	NE
Recreational facilities (example: parks, baseball field)	1	2	3	4	5	NE
Parks maintenance	1	2	3	4	5	NE
Maintenance of downtown Florence	1	2	3	4	5	NE

Police and Court Services

	Excellent					Very Poor
Officer attitude and behavior	1	2	3	4	5	NE
Emergency response time	1	2	3	4	5	NE
Non-emergency response time	1	2	3	4	5	NE
Professionalism of the Police Department	1	2	3	4	5	NE
Service provided by dispatch	1	2	3	4	5	NE
Service provided by records request staff	1	2	3	4	5	NE
Professionalism of Courts personnel	1	2	3	4	5	NE
Professionalism of Town Attorney/Prosecutor	1	2	3	4	5	NE

Street, Water and Sanitation Services

	Excellent					Very Poor
Garbage pickup	1	2	3	4	5	NE
Street repair and maintenance	1	2	3	4	5	NE
Water taste	1	2	3	4	5	NE
Storm water drainage	1	2	3	4	5	NE
Water pressure	1	2	3	4	5	NE

Senior Center Services

	Excellent					Very Poor
Hours of operation	1	2	3	4	5	NE
Professionalism of senior center employees	1	2	3	4	5	NE
Quality of programming	1	2	3	4	5	NE

Library Services

	Excellent					Very Poor
Selection of books, periodicals and other materials	1	2	3	4	5	NE
Hours of operation	1	2	3	4	5	NE
Professionalism of library employees	1	2	3	4	5	NE
Quality of programming	1	2	3	4	5	NE
Functionality of library building	1	2	3	4	5	NE

General Services and Communication

	Excellent					Very Poor
Professional manner of individuals answering Town phones	1	2	3	4	5	NE
Town Hall office hours	1	2	3	4	5	NE
Channel 11 (Town's government channel - available only on cable TV)	1	2	3	4	5	NE
Town website (www.florenceaz.gov)	1	2	3	4	5	NE

- 8b. Overall, rate the quality of services provided by the Town. 1 2 3 4 5 NE
- 8c. Overall, rate the quality of services provided by the County. 1 2 3 4 5 NE
- 8d. Overall, rate the quality of services provided by the State. 1 2 3 4 5 NE
- 8e. Overall, rate the quality of services provided by the Federal Government. 1 2 3 4 5 NE

9. In the last 6 months, have you had any contact with a Town of Florence employee?

☐ Yes ☐ No ☐ Don't Know

9b. If yes, what was your impression of the LAST Town employee you were in contact with?

	Excellent	Good	Average	Poor	Very Poor	Don't Know
Responsive	1	2	3	4	5	6
Knowledgeable	1	2	3	4	5	6
Courteous	1	2	3	4	5	6
Overall	1	2	3	4	5	6

10. How would you rate the actions of the Town Council in 2010?

☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor ☐ Not Sure

11. Who provides your water and wastewater services?

☐ Town of Florence ☐ Johnson Utilities ☐ Not Sure

12. Do you use Facebook or Twitter Internet sites regularly (at least twice a month)?

☐ Facebook ☐ Twitter ☐ Both ☐ Neither

13. Should the Town allow Curis Resources LTD to open and operate a Copper Mine Operation on Hunt Highway?

☐ Yes ☐ No ☐ Not Sure

14. Do you subscribe to the Florence News Email Alerts? (www.florenceaz.gov)

☐ Yes ☐ No ☐ Not Sure

15. Should the Town provide curbside Recycling Service?

☐ Yes ☐ No ☐ Not Sure

16. Should the Town support the incorporation efforts of San Tan Valley?

☐ Yes ☐ No ☐ Not Sure

17. If you use the Florence Community Library rarely or not at all, why don't you use the library? (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> I use the library regularly (N/A) | <input type="checkbox"/> The library doesn't have the reading materials I want |
| <input type="checkbox"/> The library isn't conveniently located | <input type="checkbox"/> I get reading materials elsewhere |
| <input type="checkbox"/> I owe fees to the library | <input type="checkbox"/> I don't have convenient transportation or I am homebound |
| <input type="checkbox"/> I have limited time / I am too busy | <input type="checkbox"/> I prefer other activities over reading |
| <input type="checkbox"/> Other – please describe _____ | |

18. Are you aware of the following specialized resources and services offered by the library?

"Ask a Librarian" assistance available 24 hours a day	<input type="checkbox"/> Aware	<input type="checkbox"/> Not Aware
Free online homework help from Tutor.com	<input type="checkbox"/> Aware	<input type="checkbox"/> Not Aware
Audio Walking Tour of Historic Florence	<input type="checkbox"/> Aware	<input type="checkbox"/> Not Aware
Online magazines and newspapers (Consumer Reports, The New York Times, etc.)	<input type="checkbox"/> Aware	<input type="checkbox"/> Not Aware

19. What areas of technology at the library interest you? (check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Easy to use library access from home | <input type="checkbox"/> More computers in the library to find library materials |
| <input type="checkbox"/> Laptops for use in the library | <input type="checkbox"/> Other devices available for check-out: e-book readers, MP3 players, etc. |
| <input type="checkbox"/> More Internet access computers in the library | |

20. How long have you lived in Florence?

I have lived in Florence for _____ years.

21. Are you employed?

- ☐ Full-time ☐ Self employed ☐ Disabled/Unable to work
☐ Part-time ☐ Retired

22. Where do you work?

- ☐ I work at home ☐ Casa Grande
☐ I am unemployed / retired ☐ Phoenix Area
☐ Florence ☐ Tucson Area
☐ Coolidge ☐ Other _____

23. What is your marital status?

- ☐ Single ☐ Married

24. How many people reside in your household?

- ☐ 1 ☐ 3 ☐ 5
☐ 2 ☐ 4 ☐ 6 or more

25. What is your gender?

- ☐ Male ☐ Female

26. What is your age?

I am _____ years old.

27. What is the highest level of education you have completed?

- ☐ Some High School ☐ Associate's Degree ☐ Masters Degree
☐ High School ☐ Other Professional Degree ☐ PhD
☐ Some College, no degree ☐ Bachelor's Degree ☐ Other

28. Are you registered to vote in Arizona?

- ☐ Yes ☐ No ☐ Don't know

29. Are you a permanent (all year) resident of Florence?

- ☐ Yes, I live in Florence all year ☐ No, I live in Florence for ____ months ☐ Other

30. Where in Florence do you live?

- ☐ Downtown Area ☐ Anthem Area ☐ Florence Gardens Area ☐ Other _____

**Please place any comments below. You can include comments on a separate sheet of paper.
(any foul language or personal attacks will not be included in the final report)**

Thank you for taking the time to complete this survey!

Mail Completed Survey to: Town of Florence; Citizen Survey; PO Box 2670; Florence, AZ 85132